



**California Department of Transportation  
Transportation System Information Program**

## **Transportation System Performance Measures Compendium of Phase III Results**



**Booz-Allen & Hamilton Inc.**  
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## INTRODUCTION

This document compiles the results of several tasks completed for Phase III of the Transportation System Performance Measures Initiative. This work was performed by Booz-Allen & Hamilton Inc. on behalf of the California Department of Transportation (Caltrans).

Phase I results can be found in the *Transportation System Performance Measures, Final Report* in August 1998. The Phase I report was the culmination of a review of California and national performance measurement efforts, extensive research and consensus building on developing a system performance measurement framework. Phase I also included a statewide conference that included representatives from Caltrans, local partners, academia, and transit agencies, among others. The report identifies nine system transportation outcomes for California and one or more potential performance indicators for each outcome.

Phase II tested the applicability of several potential performance indicators under "real-world" conditions. Phase II results can be found in *Transportation System Performance Measures: Compendium of Phase II Results*, June 30, 1999.

Phase III focused on additional testing of indicators as well as beginning of the implementation process. The results from the latter are contained in the report, *Transportation System Performance Measures: Status and Prototype Report, Transportation System Information Program*, October 2000.

All three phases of the project included a strong consensus building element. Two stakeholder groups were consulted - one comprised of "internal" Caltrans stakeholders (e.g., district offices and various Headquarters programs) and another group of "external" stakeholders such as regional transportation authorities, industry groups, and private commercial interests. The study team also received policy guidance from the Caltrans Policy Advisory Committee (PAC), which included senior Caltrans officials. The final reports incorporate all comments received by Caltrans and the Booz-Allen team.

The results of Phase III, minus the Status and Prototype Report, are contained in this compendium report. Many of the individual tasks are summarized as technical memoranda and are included as delivered to Caltrans.

**Program Level Coordination** is presented first and outlines the critical participation the PAC at regular junctures throughout the project. The guidance received from this group was particularly valuable with respect to safety indicators and other sensitive data released to the public.

The technical memorandum on **Internal Stakeholder Meetings** summarizes the participation by "internal" Caltrans stakeholders. This list includes representatives from the major programs as well as most Districts.

The project sought external advice and consensus as well. The technical memorandum on **External Stakeholder Meetings** summarizes this participation.

The testing of indicators was continued in the third phase, specifically for **Applicability to Cost Effectiveness, Sustainability, and Economic Well-Being**. Each research area is presented separately.

**Applicability of Indicators to SHOPP** analyzed how the major categories of outcomes and performance indicators can be applied to Caltrans' SHOPP program. This research also documents SHOPP and its major components.

As a preliminary step to developing the Status and Prototype Report, the project team conducted **Pilot Studies** for several Caltrans Districts. The Districts selected were District 3 (Sacramento) and District 11 (San Diego).

The final task documented some of the testing accomplished in this and prior phases. The documentation, **Transportation System Performance Measures Manual – Mobility, Reliability and Safety**, provides a "how to" manual that will eventually help transportation planners and other interested professionals in applying the performance indicators much in the same way as the consultant team did in the Pilot Studies and the Status and Prototype Report.